

**BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI**

Rita Hill,)	
)	
Complainant,)	
)	
v.)	
)	<u>Case No. WC-2011-0111</u>
Missouri-American Water Company,)	
)	
Respondent.)	

STATUS REPORT

COMES NOW the Staff of the Missouri Public Service Commission (“Staff”), by and through its attorney, and Missouri-American Water Company (“MAWC” or “Company”), by and through counsel, (collectively referred to as “Parties”) and submit to the Missouri Public Service Commission (“Commission”) its Status Report as follows:

1. On October 25, 2010, Rita Hill (“Customer”) filed a complaint with the Commission against Missouri-American Water Company (“MAWC”).
2. On January 10, 2011, the Commission convened a procedural conference in this matter. During that conference a settlement agreement between the parties was established.
3. Additionally, on January 24, 2011, the Commission issued its *Order Directing Status Reports* (Order), directing the parties to jointly file a status report on the first day of each month beginning with the first report being filed on February 1, 2011.
4. This pleading is meant to comply with the Commission’s Order.
5. On January 26, 2010, MAWC posted a bill in the amount of \$16.59 to Ms. Hill's account.

6. On January 28, 2011, Staff spoke to Ms. Hill. She informed Staff that she had not yet received the bill in the mail. She also inquired into the status of the collection agency actions.

7. On January 31, 2011, Staff received notification from MAWC that the Company requested the actions of the collections agency to stop.

8. In accordance with the Commission's Order, the Parties will keep the Commission informed as to the progress of this settlement.

WHEREFORE, the Parties respectfully submit this *Status Report* for the Commission's information and consideration.

Respectfully submitted,

/s/ Kenneth C. Jones

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Certificate of Service

I hereby certify that copies of the foregoing have been mailed, emailed, sent by facsimile or hand-delivered to all parties and counsel of record this 1st day of February, 2011.

/s/ Rachel M. Lewis